

## CUSTOMER FEES AND POLICIES

We are happy to report that our business has been steadily growing over the last 12 years, and we continue to add new customers every day. With our continued growth we find it necessary to change some of our procedures and policies to reflect that growth.

- **Shipping Policy**

In general, orders under 10 pairs that have in-stock items will be shipped the day following receipt of the order. Orders for more than 10 pairs, narrow or topcovered orthotic orders, or orders with out-of-stock items may take several more days to process. Special orders with adjustments may take up to 4 days to process.

In the case of out-of-stock items, if you have a preference as to whether your order ships partially complete or that it is held until all items are available, please let us know and we will note it in your account. Shipping charges will apply to all shipments, whether partial or complete.

- **Return Policy:**

Items may be returned for full future credit (minus shipping fee) unused and undamaged in original packaging within 30 days of purchase with copy of original receipt, and with prior approval by Nolaro24. Items must be unused, in new condition and will be examined prior to acceptance for credit. **Orthotics that have been modified, including customizations, top cover, etc, are not returnable.** Customer must submit a **Return for Credit Authorization Form**, approved by Nolaro24, identifying the items to be returned for credit prior to sending exchange items to Nolaro24.

- **Mis-matched Pairs:**

There is a \$5.00 fee for ordering mis-matched pairs.

- **Topcovers:**

Topcovers are available for an additional charge of \$35.

- **Adjustments:**

Miscellaneous adjustments or add-on items such as met mounds, heel cushions and heel lifts are available on a fee for service basis (typically \$20 - 25 a pair).

- **Patient Education Brochures:**

25 FREE Patient Education brochures (QUADRASTE<sup>®</sup> or littleSTEPS<sup>™</sup>) are provided FREE OF CHARGE to any new kit customers. Additional brochures may be purchased for a fee of \$12.50 for a bundle of 25 brochures (\$10 each if you order 2 or more bundles).

- **Warranty:**

60 day warranty against manufacturer's defect or breakage that occurs under normal use. This does not include any modifications you or your healthcare provider make to the device. Warranty does not imply, nor include, any guarantees of successful clinical outcomes.

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